

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**BARTENDER  
CIVIC CENTER**

**GENERAL STATEMENT OF JOB**

Performs responsible semi-skilled work mixing beverages during an event at the Civic Center. Work is performed under immediate supervision of Concession Stand Manager or Concessions Manager.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

- Mixes drinks, serving beer and wine.
- Cleans bars, washes and slices lemons, limes, celery and other necessary drink condiments.
- Learns ABC and ALE laws and regulations and enforces same.
- Receives instructions to assure portion control and proper mix solutions for mixed drinks.
- Inventories beginning and ending of both alcoholic beverages and mixers for accountability and/or invoicing of lessee.
- Makes deposits for review of Concessions Manager and transportation to the bank.
- Returns bars and supplies to stockroom for storage by stockroom custodian.
- Maintains positive attitude and proper appearance while on duty.

**ADDITIONAL JOB FUNCTIONS**

- Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

- General knowledge of the various types of mixed beverages.
- General knowledge of the layout of the Civic Center.
- Ability to direct people to events and attractions.
- Ability to greet people and to establish effective working relationships with other employees and the general public.

**MINIMUM EXPERIENCE AND TRAINING**

Any combination of education and experience equivalent to graduation from high school. Must be 21 years of age or older.

## **BARTENDER**

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employees or others in the workplace.

Non-Exempt  
Modified Pay Plan